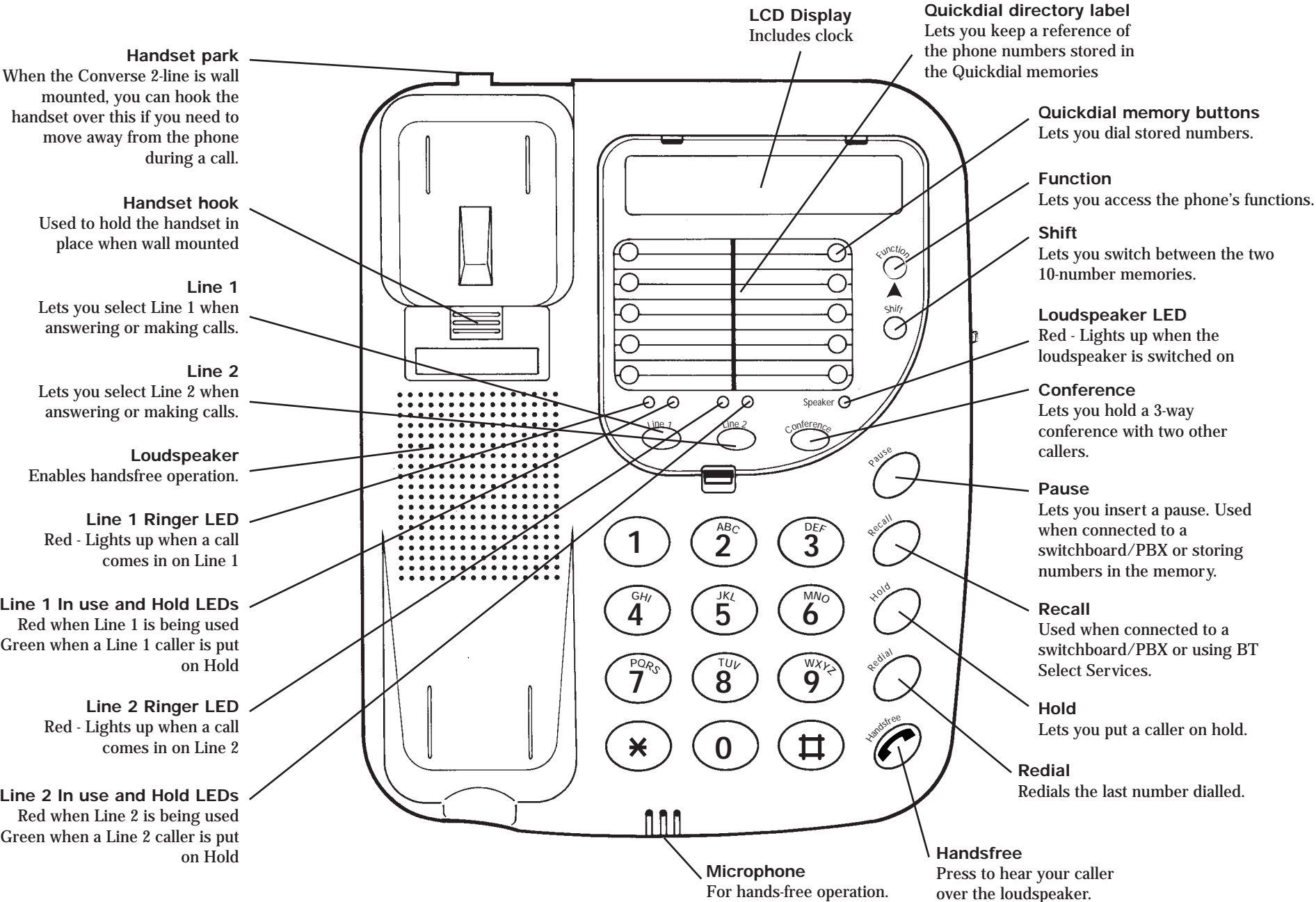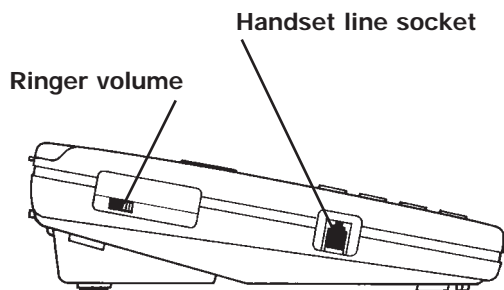**BT**

*Converse
2-line Telephone*

User Guide

Please open this page for a further 'at a glance' guide to your Converse 2-Line.

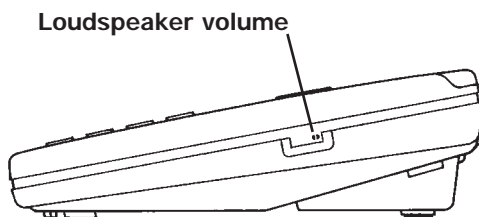**Please open this page for an 'at a glance' guide to your Converse 2-Line.**
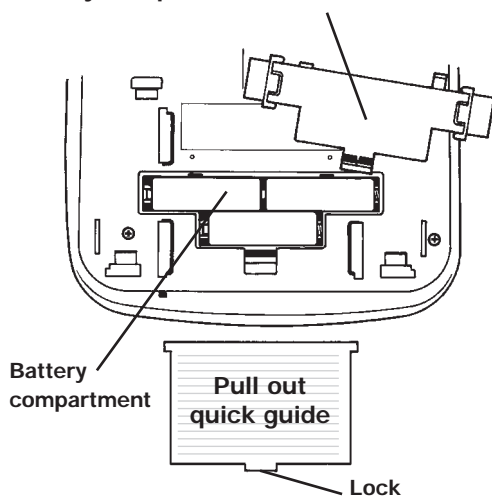
At a glance

LCD Display
Includes clock

Quickdial directory label
Lets you keep a reference of
the phone numbers stored in
the Quickdial memories

Handset park
When the Converse 2-line is wall
mounted, you can hook the
handset over this if you need to
move away from the phone
during a call.

Quickdial memory buttons
Lets you dial stored numbers.

Function
Lets you access the phone's functions.

Handset hook
Used to hold the handset in
place when wall mounted

Shift
Lets you switch between the two
10-number memories.

Line 1
Lets you select Line 1 when
answering or making calls.

Loudspeaker LED
Red - Lights up when the
loudspeaker is switched on

Line 2
Lets you select Line 2 when
answering or making calls.

Conference
Lets you hold a 3-way
conference with two other
callers.

Loudspeaker
Enables handsfree operation.

Pause
Lets you insert a pause. Used
when connected to a
switchboard/PBX or storing
numbers in the memory.

Line 1 Ringer LED
Red - Lights up when a call
comes in on Line 1

Line 1 In use and Hold LEDs
Red when Line 1 is being used
Green when a Line 1 caller is put
on Hold

Recall
Used when connected to a
switchboard/PBX or using BT
Select Services.

Line 2 Ringer LED
Red - Lights up when a call
comes in on Line 2

Hold
Lets you put a caller on hold.

Redial
Redials the last number dialled.

Line 2 In use and Hold LEDs
Red when Line 2 is being used
Green when a Line 2 caller is put
on Hold

Microphone
For hands-free operation.

Handsfree
Press to hear your caller
over the loudspeaker.

(LEFT HAND SIDE VIEW)

Handset line socket

Ringer volume

(RIGHT HAND SIDE VIEW)

Loudspeaker volume

(UNDERSIDE OF BASE)

Battery compartment cover

Battery compartment

Pull out quick guide

Lock

(END VIEW)

Telephone line cord sockets

Connection Mode Line Selection Switch
Lets you set the phone for use with one or two lines.
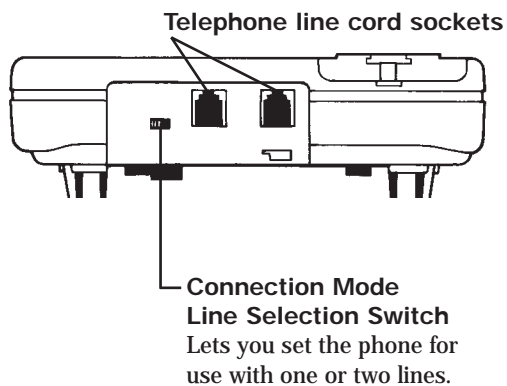
In this guide

Installing your Converse 2-Line

For your records

Date of purchase:
Place of purchase:
Serial number (on the underside of the base station):
Purchase price

For warranty purposes, proof of purchase is required, so please keep your receipt.

Unpacking your Converse 2-Line

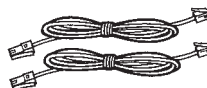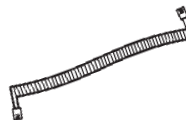Check that your Converse 2-Line is complete.

When you unpack you should have:

- Converse 2-Line base unit.

- Converse 2-Line handset.

- Coiled handset connection cord.

- 2 telephone line cords.

- 3 x AA alkaline batteries.

- Screws and wall plugs for wall mounting.

Situating your Converse 2-Line

Situate your Converse 2-Line close enough to a phone socket so the telephone line cords will reach.

Do not stand it on carpets or other similar surfaces that generate fibres.

Do not cover or enclose the machine.

Your Converse 2-Line can be wall mounted. See 'Wall mounting' on page 19.

WARNING

Your Converse 2-Line is only designed to be operated in a normal office or domestic environment. It should not be used in bathrooms or near water.

1 Check your telephone wall socket

If you do not have a modern style socket, call **Free**_fone 0800_ **800 150** and ask for a BT engineer to come and fit the correct socket.

This is a chargeable service.

2 Install the batteries

Your Converse 2-Line is designed for use with 3 x AA size alkaline batteries.
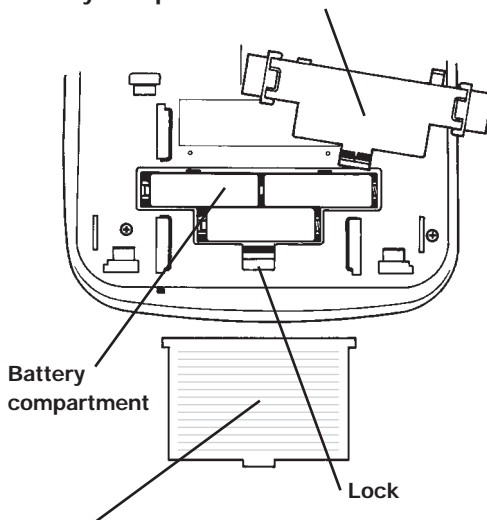
Please note

If you do not fit batteries or if they go flat, your phone can still make and receive calls but many useful functions will not operate.

The following require batteries in order to work:

- In Use/Hold LED.
- Loudspeaker.
- 3-Way Conference button.
- One-touch memories.
- Redial button.
- Hold button.
- LCD Display and clock.

Battery compartment cover

Battery compartment

Lock

Pull-out quick guide

- Remove the Pull-out guide underneath the base unit.
- Open the battery compartment cover by pushing the Lock back and lifting the cover.
- Insert the 3 AA alkaline batteries as shown inside the battery compartment.
- Replace the cover and click into place.

When replacing old batteries

If you have stored One-touch numbers and are replacing low batteries, you need to make sure that you maintain a power supply while the batteries are removed. You do this in order to retain the memory by taking the handset off the hook before removing the old batteries. Do not unplug the telephone line cords. Once the new batteries are in, you can replace the handset.
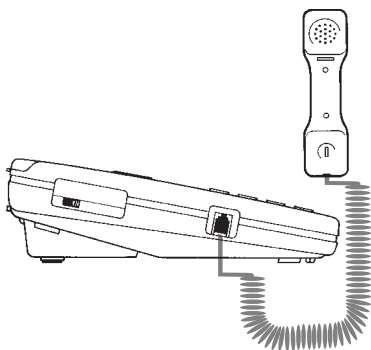
Battery low warning

When the display flashes *LOW BATTERY*, the HOLD button will not work until new batteries have been installed.
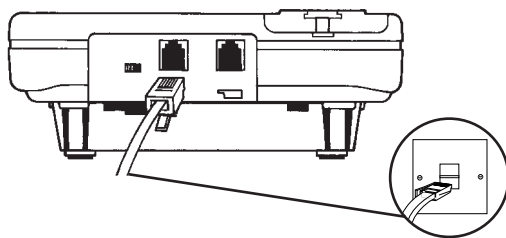
If the batteries go completely flat, any One-touch numbers that have been stored will be lost.

3 Connect the handset to the base

Plug one end of the coiled line cord into the handset and the other into the base.

4 Connect the telephone line cords

Push the end of the cord with the transparent plug on it into the socket on the base unit. If you are connecting to one line only, use the L1 socket. If you are using both lines, use both L1 and L1/L2 sockets.

Plug the other end of the cords into the telephone sockets.

Please note

When you pick up the handset, Line 1 is automatically selected. Therefore, when connecting to two lines, the telephone line cord connected to L1 should be plugged into the most frequently used line. This will save you having to press a Line button in order to answer the majority of calls. See 'Making and receiving calls' page 8'.

5 Set the connection mode switch

- If connecting to one telephone line only, set the Connection Mode switch to 1x.

- For two lines, set the Connection Mode switch to 2x.

6   Set the ringer volume

The ringer volume switch is located on the side of your Converse 2-Line and affects the volume at which your phone rings.

There are three settings

HI– a loud ring. Your phone is pre-set to this position.

LO– a quiet ring.

OFF– no ring.

Please note

When one line is being used and a call comes in on the other line, the volume of the ringer is automatically reduced.

7   Set the time and date

Providing batteries are fitted, your Converse 2-Line will display the time, day, month and day of the week.

Press buttons in order shown

Function

DIAL   Press the **FUNCTION** button. Display flashes the month. Enter the correct month by using the keypad, eg: January = 01, December = 12.

> 01-01   12:00 AM   LOWER
> SU

DIAL   The date now flashes. Enter the correct day by using the keypad, e.g.: 09 = 9th. Please note for Feb 29th you will need to reset.

> 07-18   12:00 AM   LOWER
> SU

DIAL   The day of the week now flashes. Enter the correct day by using the keypad, e.g.: 1= Sunday, 7 = Saturday.

> 07-18   12:00 AM   LOWER
> TH

DIAL   *AM* now flashes. Enter the correct setting. 1= AM, 2 = PM.

> 07-18   12:00   AM LOWER
> TH

DIAL   Display now flashes *TIME*. Enter the correct time by using the keypad, e.g.: 0515 = 5.15.

> 07-18   05:15   AM LOWER
> TH

The display gives you 15 seconds to complete each setting. If you do not press any button in that time, the display returns to normal and you must start again from the beginning.

Your Converse 2-Line is now ready for use.

Using your Converse 2-Line

To make a call on Line 1

Press buttons in order shown

Lift the handset and listen for the dial tone. The Line 1 red light comes on.

Dial the number you require.

To end the call, replace the handset.

To make a call on Line 2

Line 2

Press and hold down the **Line 2** button and lift the handset.

The Line 2 red light comes on. Release the Line 2 button.

Dial the number you require and listen for the dialling tone.

To end the call, replace the handset.

To receive a call on Line 1

The phone rings and the red Line 1 Ringer light flashes.

Lift the handset and speak.

To end the call, replace the handset.

To receive a call on Line 2

The phone rings and the red Line 2 Ringer light flashes.

Line 2

Press and hold down the **Line 2** button and lift the handset.

Release the Line 2 button and speak.
To end the call, replace the handset.

To put a call on hold

When a call is placed on hold, you cannot hear your caller and they cannot hear you.

During a call:

Hold

Press and release the **HOLD** button.

The *IN USE* light changes from red to green and the call is on hold.

Line 1

Line 2

To take the call off hold, press the **Line 1** or **2** button (depending on which line you are using. The green light changes back to red and you can talk to your caller.)

To redial the last number called

Press buttons in order shown

Your Converse 2-Line will hold the last number dialled – up to 31 digits – in its memory.

Lift the handset or press the **HANDSFREE** button (to dial on Line 2, press and release the **LINE 2** button while you do this).

Press the **REDIAL** button.

To switch the alarm on and off

You can use your Converse 2-Line as an alarm clock. The display gives you 15 seconds to complete each setting. If you do not press any button in that time, the display returns to normal and you must start again from the beginning.

Press the **FUNCTION** button three times. Display shows the current alarm setting.

Press **1** to select *AM* or **2** to select *PM*.

Use the keypad to enter the time at which you want the alarm to go off, e.g.: *0500* = 5-o-clock.

Press the **SHIFT** button to switch the alarm on and off. The display will only show when the alarm is switched on.

Please note once the alarm is set it will come on daily, unless you switch it off manually by resetting the alarm.

Owners label.
You can write your phone number(s) on the card under the handset. Remove the plastic cover with a pencil or similar.
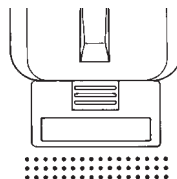
Using the loudspeaker for handsfree operation

The loudspeaker enables handsfree operation – where you can make and receive calls without picking up the handset. You hear the caller through the built in speaker. Adjust the loudspeaker volume by sliding the switch on the right hand side of the base.

To make a handsfree call on Line 1

Press the **HANDSFREE** button. The Speaker light and Line 1 light both come on.

Adjust the **VOLUME** switch and listen for the dial tone.

Dial the number your require.

To end the call, press the **HANDSFREE** button. The Speaker and Line 1 lights go out.

To make a handsfree call on Line 2

Press buttons in order shown

Line 2   Press and hold down the **Line 2** button.

Handsfree   Press the **HANDSFREE** button. The Speaker light and Line 2 light both come on. Release the Line 2 button.

Adjust the **VOLUME** switch and listen for the dial tone.

DIAL   Dial the number your require.

Handsfree   To end the call, press the **HANDSFREE** button. The Speaker and Line 2 lights go out.

To put a handsfree call on hold

When a call is placed on hold, you cannot hear your caller and they cannot hear you.

During a call:

Hold   Press and release the **HOLD** button. The *IN USE* light changes from red to green and the call is on hold.

Line 1
Line 2   To take the call off hold, press the **Line 1** or **2** button (depending on which line you are using again. The green light changes back to red and you can talk to your caller.

To switch from handset to handsfree

During a call:

Handsfree   Press the **HANDSFREE** button. The Speaker light comes on.

Place the handset on the base. Your call is now on the loudspeaker.

To switch from handsfree to handset

During a call, you may wish to keep your conversation more private.

Lift up the handset. The Speaker light goes out.

Continue your call using the handset.

Using 2 Lines

Answering a second, incoming call
If, during a call, a second call comes in on the other line:

The Ringer light comes on. The ringer sounds but at a lower volume than normal. You can answer the new call either by ending your current call or by putting the call on hold.

To end one call to answer a new call

Press buttons in order shown

Line 1
Line 2

Press the **Line 1** or **2** button – whichever line is ringing.
Your phone will hang up on your current line and pick up the incoming call.

To put a call on hold and answer a new call

Hold

Press and release the **HOLD** button. The green Hold light comes on. Your current caller is put on hold.

Line 1
Line 2

Press the **Line 1** or **2** button – whichever line is ringing.
Your phone will pick up the incoming call.

Handsfree

End the new call and return to your original caller by pressing the **Line** button of the call that is on hold.

To switch between calls on Line 1 and Line 2

You can put one call on hold in order to make or answer a call on the second line, and then switch between the two calls.

While one call is on hold and you are talking to a second caller on the other line:

Hold

Press and release the **HOLD** button. Both calls are now on hold. Both green lights are on.

Line 1

Press the **Line 1** button to talk to the caller on Line 1.

Hold

Press and release the **HOLD** button to put both calls on hold.

Line 2

Press the **Line 2** button to talk to the caller on Line 2.

Line 1

Press the **Line** button of the call you want to continue. The other line is disconnected and you can talk to your remaining caller.

3-Way Conference Calls

You can hold a conference call with two other callers on separate lines.
3-Way Conference Calls will not work on the loudspeaker.

To make a 3-Way Conference Call

Press buttons in order shown

Make your first call on Line 1.

When connected, press and release the **HOLD** button. The caller on Line 1 is put on hold.

Press the **Line 2** button and dial the number you want.

When the second caller answers press the **CONF** button. You can now speak to both callers at the same time.

To speak privately to one line only

Press and release the **HOLD** button. Both callers are put on hold.

Press the **Line 1** or **2** button to talk to the call on that line.

Press the **CONF** button to resume your conference call.

To end one call only

Press and release the **HOLD** button. Both callers are put on hold.

Press the **Line 1** if you want to end the call on Line 1 or the **Line 2** button if you want end the call on Line 2 .

Say goodbye to that caller.

Press the **Line** button of the call you want to continue. The other line is disconnected and you can talk to your remaining caller.

PLEASE NOTE

It is possible that you may notice a loss of sound quality on Conference calls, due to your Converse 2-Line regulating the audible variations of 3-way calls.

Should this reach unacceptable levels, BT's 3-Way Calling Select Service can provide an alternative method without sound problems. You need to subscribe to this and it is a chargeable service.

Using the Quickdial memory buttons

You can store up to a total to 20 phone numbers in two separate memories using the M1-M10 Quickdial buttons.

10 numbers can be stored in M1-M10 LOWER and a further 10 in M1-M10 UPPER.

Each stored number can be a maximum of 20 digits.

The Quickdial directory label has two panels for each button so you can enter a reference name next to each button for the Upper and Lower Quickdial memories.

To store a number

Press buttons in order shown

Function — Press the **FUNCTION** button twice. Display flashes *DIAL NUMBER*.

Shift — Press the **SHIFT** button to select the *UPPER* or *LOWER* memory.

● — Press the Quickdial button under which you want to store the number. If a number has already been stored, it is shown on the display.

DIAL — Dial the number you want to store (20 digits maximum).

Function — Press the **FUNCTION** button to store the number – you get a short beep to confirm.

Store the next number by starting from 'Press **SHIFT**' above.

To store a pause

Pause — Some switchboards/PBXs can take a short time to pick up an outside line. You can insert a pause in the number to allow for this delay. A Pause can be inserted in the phone number by pressing the **PAUSE** button at the appropriate place.

For example if connected to an office telephone system where you have to dial a 9 to get an outside line, when storing a number:

9 (WXYZ) — Press **9**, then the **PAUSE** button, then the number you want to store.

To dial a Quickdial number

Press buttons in order shown

Lift the handset or press the **HANDSFREE** button. (To dial on Line 2, press and release the **Line 2** button after you have pressed the Handsfree button.)

Press the **SHIFT** button (if necessary) to select the *UPPER* or *LOWER* memory and listen for the dial tone.

Press the **Quickdial M1-M10** button you want. The number is dialled.

If dialling a Quickdial number when using the loudspeaker, remember to check that Line 1 is free as this line is automatically selected in preference to Line 2. Check which line you wish to use.

PLEASE NOTE

If you press the **Quickdial M1-M10** *button you want it will be automatically dialled out.*

To view numbers stored in the memories

Press the **FUNCTION** button twice.

Press the **SHIFT** button to display *UPPER* or *LOWER*.

Press the **Quickdial memory** button (**M1-M10**) you want to view. The stored number is displayed.

To view another Quickdial number

Press the **SHIFT** button to select *UPPER* or *LOWER* if necessary, then press the **M1-M10** Quickdial button you want.

To delete numbers stored in the Quickdial memories

Press the **FUNCTION** button twice.

Press the **SHIFT** button to display *UPPER* or *LOWER*.

Press the **Quickdial memory** button (**M1-M10**) you want to delete. The stored number is displayed.

Press and release the **HOLD** button. Display shows *ERASE*.

Press the **FUNCTION** button to delete – you get a beep to confirm – or the **HANDSFREE** button to cancel.

Last number redial

Lift handset and press the **REDIAL** button.

Press the **HANDSFREE** and **REDIAL** buttons.

Auto redial
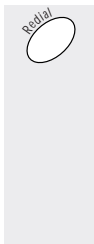
Press the **REDIAL** button, speaker light come on, loudspeaker comes on and the number is dialled automatically.

You may need to wait for a few seconds before the number is redialled.

IMPORTANT

Batteries must be installed to use the Quickdial memory. If the batteries go completely flat, all One-touch numbers that have been stored will be lost. To avoid the losing stored numbers, take the handset off the hook while removing old batteries and inserting new ones.

Using the Recall button
This button signals a time break recall and is used when your phone is connected to a switchboard/PBX and BT Select Services. Contact your switchboard/PBX supplier for further information.

15

Help

If you have trouble making or receiving calls, try checking the telephone line by replacing your Converse 2-Line with a known working product.

Phone does not ring for incoming calls
Check that the Ringer Volume switch is not set to off.

Handsfree calls on the speaker are quiet
Check that the Speaker Volume switch is not in the minimum position .

One of the IN USE lights is always on
If you have only one line connected to your phone, check that it is connected to the socket on the base marked L1 and that the Connection Mode switch is set to x1.

Cannot get Line 2
Check that both telephone line cords are connected and 'clicked' into place.
Check that the Connection Mode switch is set to x2.

No lights come on
Check that batteries are fitted and that they are not low on power.

HOLD does not work.
The HOLD button requires battery power in order to work. It will stop working when the display shows *LOW BATTERY*.

Display only works when handset is lifted
Batteries need replacing immediately.

3-Way Conference Calls are quiet
In some circumstance, the volume and quality of 3-Way Conference Calls may be affected due to your Converse 2-Line regulating the audible levels of 3-way calls. If these levels become unacceptable then BT's Select Service 3-Way Calling will give you an effective alternative.

Maintenance

General

Simply clean the Converse 2-Line with a damp cloth (not wet) or an antistatic wipe. Never use a dry cloth as this may cause a static shock.

Service

Within guarantee
If you experience a problem with your Converse 2-Line you should contact the Converse 2-Line Helpline **0845 6031616**. If the problem is not remedied, you will be advised to contact your original point of purchase.

Some retailers offer extended warranty schemes for cover outside the initial 12-month period. Please ask them for details.

Outside warranty
If your Converse 2-Line needs repair after the warranty period has ended, contact the Converse 2-Line Helpline **0845 6031616** for information on our recommended repair agents.

If you have to return your Converse 2-Line

Pack the Converse 2-Line securely, preferably in the original packaging. All parts must be returned including line cords and original batteries. We cannot take responsibility for goods damaged in transit.

Technical information

Environment

Your Converse 2-Line should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. It should not be used in bathrooms or near water.

WARNING
Your Converse 2-Line is only designed to be operated in a normal office or domestic environment where the relative humidity does not exceed 60%.

How many phones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items that may be connected to a telephone line. Your Converse 2-Line has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Connection information

Your Converse 2-Line may be connected to public networks in the United Kingdom.

It may also be connected to switching systems that use tone (MF) signalling, with timed break recall. If in doubt, your switch supplier of maintainer should be able to offer help. Advice on connection to BT switching systems can be obtained by contacting the Converse 2-Line Helpline **0845 6031616**.

Generally, your Converse 2-Line can be connected to any switchboard where a simple, modern telephone can be used to make and receive calls.

Wall mounting

Your Converse 2-Line can be wall-mounted using the screws and wall plugs provided.

Before you wall mount your Converse 2-Line, check that:

- *the wall can support the weight of the phone*
- *the position you choose leaves sufficient space so that the phone is clear of any obstruction on the wall, such as a shelf or cupboard.*

- Slide the wall mounting bracket out from the base unit by pressing down on the two retaining clips and pulling it towards you.

CLIP 1   **CLIP 2**
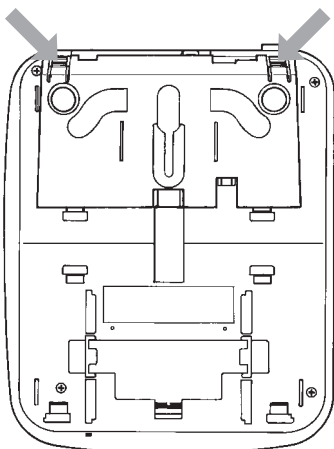
- Replace the bracket as shown.
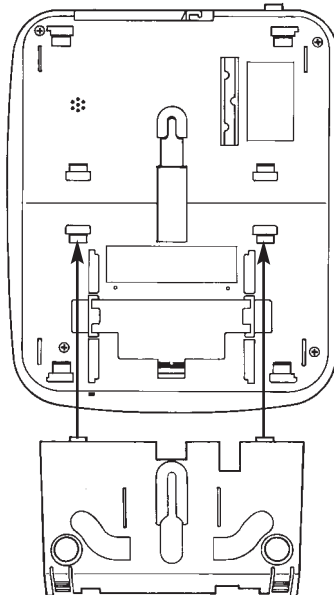
- Now slot into position and push in.

CLIP 1   **CLIP 2**
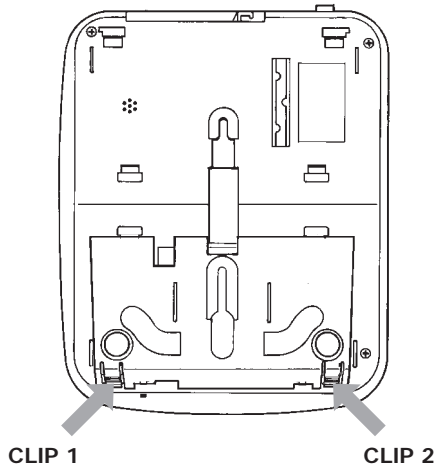
- Use the wall mounting template below for marking the drill holes.

83mm
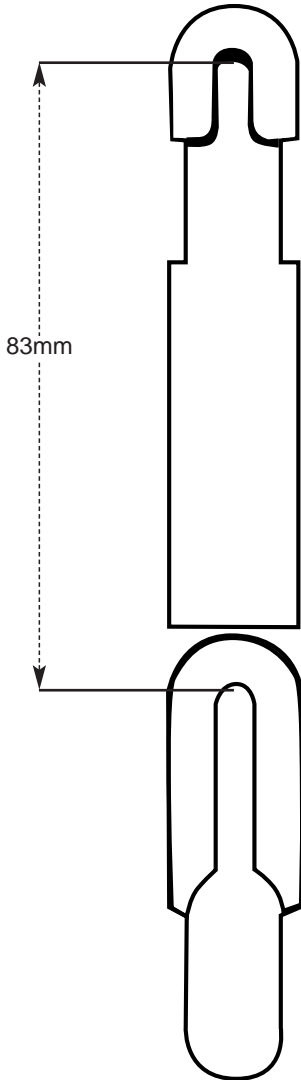
- Drill two holes for the screws and insert the wall plugs (if required).
- Insert the screws leaving about 4mm free on which to hang the phone.
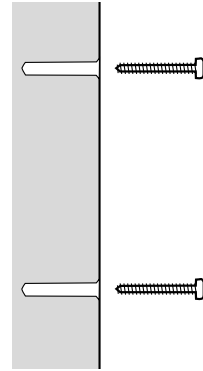
- Plug the line cords into the telephone sockets.

- Place the holes on your wall mounting bracket over the screws and gently slide the phone down to make sure it is securely in place.

- Now slide out and rotate the handset hook so that you can hang up the handset when the phone is wall mounted.
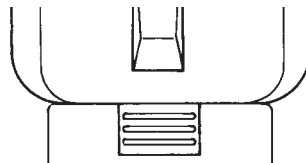
- If you need to put the handset down during a conversation, place it on the handset park clip at the top of the phone.

Index

BT

Offices in Europe, North America, Japan and Asia Pacific.

CE